

OFFICE OF THE INSPECTOR GENERAL

Management Response and Actions
IOM Regional Response to Venezuela Situation
Audit File No. 3P202204

The IOM Office of the Inspector General (OIG) conducted an internal audit of the IOM Regional Response to Venezuela Situation from 12 September to 6 October 2022. The audit assessed the reasonable assurance on the adequacy and effectiveness of the governance, risk management and control processes of the Regional Response to the Venezuela Situation by the Office of the Special Envoy from the programmatic perspective. The audit covered the activities from January 2021 to October 2022. The results of the audit are public and can be accessed through IOM's global website¹.

The OIG assessed the Office as **Partially Effective, some improvements needed** and raised 16 audit findings and recommendations, of the 5 *high priority* there are 2 recommendations that are in the process of implementation of action plans. As of the date this summary is publicly available, 11 recommendations are implemented.

Management Response and Actions to the Open Recommendation of Internal Audit Report of 3P202204 – IOM Regional Response to Venezuela Situation

Governance

Status of the Regional Response project not clearly defined

Implementation on-going

The Office of the Special Envoy is currently in touch with the PRIMA team to organize a workshop in Panama on the use of PRIMA. The plan is to use this workshop first so that:

- i. The Office of the Special Envoy staff can receive an extended training on PRIMA technicalities,
- ii. Review the possibility to merge some of the Monitoring and Evaluation functions currently under Log Alto with the ones of PRIMA, and
- iii. In order to review the list of challenges that we are facing with the project activation for the PRM funded project based on the RMRP appeal and propose and agree on solutions to overcome those challenges. The plan is to organize this workshop either at the end of March or in April. A call is also scheduled with the PRIMA team on March 15 to discuss specifically about the challenges related to project activation. Finally, the issues related to project activation/PRIMA have been included in the risk mitigation plan that was drafted by the Office of the Special Envoy during the week of 6 March.

The Office of the Special Envoy has been in touch with the PRIMA team over the past few weeks to address those issues, through two conference phone calls and as well through exchange of emails. As a result, the PRIMA team has invited Office of the Special Envoy staff on a travel on duty to Valencia in order to discuss and address those issues. We plan for this travel on duty to be organized between

¹<https://www.iom.int/sites/g/files/tmzbd1486/files/about-iom/audit/3p202204-iom-regional-response-to-venezuela.pdf>

the end of April and beginning of May. We may use the opportunity of this travel on duty for the two Office of the Special Envoy staff that work the most closely on PRIMA to also be trained on PRIMA latest functionalities.

For the first time, the Office of the Special Envoy succeeded to activate a project for PRM immediately upon reception of the award. As soon as the Office of the Special Envoy received a notice from PRM about the distribution of the funds by country for the first time, we created a simple project structure on-line based on the submissions made by the relevant country offices to the Refugee and Migrant Response Plan. Having a project activated will allow country offices to spend funds based on the award, and projectize their staff according to budget made available by PRM. We are currently working on the revision of this project structure, in coordination with the field missions.

The Office of the Special Envoy is currently working on the travel arrangement to organize the visit of three staff members to Valencia with the goal to discuss about the issues that the office is facing with PRIMA and try to find some common solutions with the IOM PRIMA team.

The Office of the Special Envoy had a one-week workshop with the PRIMA team on the week of 17 July in Valencia, to go through the challenges we are facing with PRIMA and agree on some recommendations. The workshop has been considered very constructive, both by the Office of the Special Envoy and by PRIMA.

Funding gap

Implementation on-going

A joint Office of the Special Envoy/Colombia proposal to support the key coordination functions of the two offices was submitted to the MIRAC secretariat in December 2022 by the Office of the Special Envoy. The proposal is pending a final decision from the MIRAC secretariat.

R4V partners monitoring and evaluation processes need enhancement

Closed

The IOM R4V Regional Coordination Team has collected documents from national/sub-regional platforms, which have them, related to potential R4V partners, including core roles and responsibilities (e.g.: attending R4V meetings and reporting activities to ActivityInfo). In addition, related to monitoring of performance in 2022 and follow-up in 2023, the Regional R4V Survey was circulated to Platform members as in the past. In this year's iteration of the survey, additional questions were asked related to the performance of regional sectors, national sectors, national platforms, and the regional platform, to ensure feedback was received across the decentralized R4V structure. The final survey results are nearly finished (in editing/design phase) and will be circulated to R4V partners shortly. While the R4V Regional Coordination Team does not have supervisory authority over sector co-leads (e.g.: WFP/ACH in Food Security), it has been determined, through review of preliminary results of the survey, that additional presential training sessions would support in building their capacity to manage the core work of a sector lead in a complex response, as well as build stronger links with different "pieces" of the R4V platform. For this reason, additional presential capacity building sessions have been planned for this year, including an IM Workshop with regional sectors and national sectors to support JNA efforts in April, a reporting training for all NP/SRP focal points in May, and an Assumptions Survey/Migration Trends Workshop in June. The first session of the April meeting with Regional Sectors will be a re-cap of roles and responsibilities of Regional Sector Co-Leads.

R4V Interagency Coordination structures at the regional and national levels in need of assessment

Closed

The commitment from IOM and UNHCR to co-lead the R4V Platform across the region continues, which implies heeding the previous commitment in 2018 to provide minimum staffing requirements from both agencies across the regional, national and sub-regional platforms in the areas of coordination, information management, communications, and reporting. R4V has collected all terms of references for all positions related to the R4V Platform across the region, including coordination, IM, reporting, and communications positions. After review of terms of references and structures, some decisions were reached on the IOM side of R4V, *To hire an Information Management consultant to strengthen the Southern Cone Platform, as currently the IOM Coordinator is alone while UNHCR has a Coordinator, Reporting Officer, IMO, and Communications Officer.* The consultancy contract was selected due to flexibility of the contract and lack of funds for an advertised position. To secure an additional year of funding from NORCAP to hire a replacement for the previous AAP Specialist, and to upgrade this position from P2-level NORCAP to P3-level NORCAP, based on the roles and responsibilities. The IOM Standby Personnel Roster Unit is currently negotiating with NORCAP at HQ-level. To work toward advertising the Chile R4V Platform Coordinator position. The regional R4V Coordinator has supported the IOM Chile Mission in review of the terms of reference. To continue supporting IOM Mexico and IOM Guyana with Office of the Special Envoy Panama partially/fully funding of R4V Platform positions (Reporting in Mexico / Information Management in Guyana for the sub-region), as these country offices have received little or no funding under PRM's first tranche in 2023.

R4V partners monitoring and evaluation processes need enhancement

Closed

A workshop, facilitated by Risk Management Unit was organized in Panama during the week of March 6, in order to update the risk mitigation plan for the Office of the Special Envoy. The risk mitigation plan was 80 per cent elaborated during this exercise. The risk mitigation plan for the Office of the Special Envoy was finalized and shared with the OIG on the 27th of June.

Due to challenges in the availability of PRIMA trainers to come to Panama, it was decided that a PRIMA training was NOT going to be organized in Panama, and instead, three Office of the Special Envoy staff (including the MEAL officer) would attend a PRIMA training organized in Ecuador. As a result of the findings and discussions held during the PRIMA training, and subsequently with the LogAlto Team, it has been assessed that for the time being, LogAlto will remain as the monitoring platform for the regional Venezuela response given the dynamics and complexity of the Office of the Special Envoy's projects (duration and financing modalities), number of missions and staff involved in the follow-up and implementation, as well as PRIMA's limitations at the present time. A summary of the analysis of LogAlto and PRIMA functionalities can be found in the attached document. We believe it makes more sense to continue with Log Alto, with the arguments and explanations provided in the attached paper.

OIG - Internal Audit Comment:

IA notes positively the action taken already and will continue to follow up on the remaining recommendations.